DOCUMENT RESUME

ED 411 572 EA 028 601

AUTHOR	Sallis, Edward
TITLE	Total Quality Management in Education. Second Edition.
ISBN	ISBN-0-7497-2034-0
PUB DATE	1996-00-00
NOTE	152p.
AVAILABLE FROM	Stylus Publishing, Inc., PO Box 605, Herndon, VA 20172-0605 ($25).
PUB TYPE	Books (010) -- Guides - Non-Classroom (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Accreditation (Institutions); Audits (Verification); Educational Change; *Educational Improvement; *Educational Quality; Elementary Secondary Education; Foreign Countries; *Organizational Development; Quality Circles; Quality Control; Self Evaluation (Groups); Strategic Planning; *Total Quality Management
IDENTIFIERS	*United Kingdom

ABSTRACT

Quality is at the top of most agendas, and improving quality is probably the most important task facing any institution. In addition, quality is difficult to define or measure. This book, the second edition of "Total Quality Management in Education," introduces the key concepts of Total Quality Management (TQM) and demonstrates how they can be put to effective use in the educational context. The first two chapters explore general ideas of quality. Chapter 3 explains the key ideas behind TQM in education and explores some of the myths about it. The fourth chapter presents the models of quality offered by W. Edwards Deming, Joseph Juran, and Philip B. Crosby. The ISO9000 series, a third-party certification, and other awards for quality are described in the fifth chapter. Chapter 6 describes the structures and processes of the quality organization. The role of the leader in developing a quality culture is outlined in chapter 7. Chapters 8 through 12 offer guidelines for building teamwork, linking quality to budgetary management, developing tools and techniques for quality improvement, using strategic planning, and designing a quality framework. A self-assessment checklist makes up the final chapter. One table, 20 figures, and an index are included. (Contains 86 references.) (LMI)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****